RmugNews

June 2008

This Month

RMUG Meeting, Saturday morning June 14, 2008 9-11:30 a.m.

All Mac users, new & old are invited to attend the next RMUG general meeting at:

Yaks Koffee Shop
3274 Bechelli Lane
Redding, CA

Coffee and various eats are available during our "Get Acquainted" time, 9am to 10am. There are classes for "Beginners" and "Intermediate" from 9:15 to 10:00 am.

Topics this month will include a demo of Popcorn by Lori Hallum and DVD backup or DVD to One by Michael Peters. Personal creativity comments, wisdom and issues as well as the usual Q&A. Be sure and bring those questions..

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Rmug Officers

Dale Josephson- President
Jim Pace - Vice President
Charlotte Ruskowitz - Treasurer
Jacquie Martin - Secretary
Louise Zegers - Librarian
Ken Lorenz - Editor
Barbara Benefield,
Joe Zegers
Hospitality

President s Letter

The month of May has come and gone and it has been a wonderful month around my household. Dolores has a new 2.66GHz iMac and I have a new educational tool in my shop, a 1.83GHz Intel Core 2 Duo Mac mini with 4GB RAM and OS-X Server 10.5 (10 user) installed, as it's operating system. So far I am in love with the Server OS and it's features. In fact, I am sure the OS-X Server subject will be the majority of next months Presidents Letter.

This is my second attempt at June's Presidents Letter. My original article was very harsh towards Apple Support. After having time to reflect on the whole picture I think I have a good life story with lessons for all of us.

I have a client with a very busy dual G5 server and he wanted to upgrade the OS to 10.5 Server (unlimited licenses). I called Apple Server support and they led me to believe I could successfully install OS-X Server 10.5 over the top of OS-X Client 10.5. A seemingly knowledgeable Apple phone tech named Tony told me to clone my primary HD with Carbon Copy Cloner or SuperDuper and then use a little trick from the Terminal application. Tony had me start Terminal while the OS-X Server install DVD was in the computer-then he had me type CD followed by a space-then he said to drag the install DVD to the Terminal window and hit return. By golly that worked well and I could see all the visible & invisible directories by using the "ls" command. Then Tony had me type, "open System" and hit the return key. This was great as System was an invisible folder and the aforementioned command opened System in a normal Macintosh GUI window. Lastly, Tony instructed me to click on and install Mac OSX Server install.mpkg. Everything seemed normal and the install went by quickly. But a few days go by and we try and connect a laptop to the server via FireWire 800 and that failed, so we tried FireWire 400 and that failed? Then as I was diagnosing the problem I tried a couple of USB devices and they too failed? So believing Apple Support would walk me through the fix I called Apple Server support and was flatly told there was no record of me talking to a Technician named Tony and Apple will absolutely not support OS-X Server if it was installed from the command line. I argued that I did not use the command line for anything other than opening the invisible folder and

Why RMUG? The Redding Macintosh Users' Group was formed to help members and new users obtain maximum enjoyment and performance from their computers. This is accomplished through group activities and our direct affiliation with Apple™.

Resources: RMUG resources include monthly mailings from Apple™ and numerous outside vendors. We have a library of public domain programs, games and shareware software. We have videos and other computer-related guidebooks and information.

Meetings: RMUG meetings are held on the second Saturday of each month from 9:00 to 11:30 am – contact any club officer for meeting location. The meetings give members and visitors an opportunity to share information, opinions, personal experiences and techniques regarding Macintosh computer systems—hardware & software.

Membership Information: We invite you, as a guest, to attend our next monthly meeting. If you decide to join RMUG, your membership fee includes your whole family. We need your help as much as you need ours! Please participate!

Welcome To Our Meetings: Call the President, Dale Josephson at 242-1800 or contact other RMUG officers for help. Go to http://rmug.org/membership.html for numbers.

Membership Dues: $24 / year. Includes newsletters, access to shareware, monthly workshops, troubleshooting help. Payment of dues can be made at the monthly meetings or send them to: *Charlotte Ruskowitz, 6538 Mossom Ln., Anderson CA 96007* . Please make check payable to: Redding Macintosh Users' Group.

I had been following Tony's instructions. This new Tech pretty much told me it was my problem unless I could find a trouble ticket number that referenced Tony's instructions? I told him I did not create a Trouble Ticket as Tony just walked me through the install. Long story short I was stuck and it was nearly impossible to run diagnostics on my ailing server as it is a working production server inside a local business that runs from 5AM to 10PM six days a week. Thankfully I have a bunch of good friends and Don Peterson loaned me his shop and a dual G5 to replicate the problem. The non-functioning FW & USB happened on Don's computer just as it had on my client's business server. So we started playing with how to fix the problem and stumbled onto FW & USB did work if they were plugged in at startup? Knowing I had a short term solution available I started more invasive fixes on Don's G5 and within 2 hours I had killed the G5 with one too many drivers and no, I was never able to get FW & USB to work unless they had been plugged in at startup.

What I learned or relearned are all things I knew well. When dealing with big companies such as Apple or the phone company the first thing we should do is establish a Trouble Ticket and record the ticket number. This gives Apple contemporaneous notes on their end as well as us, our contemporaneous notes we take during the phone conversation.

Secondly no matter how good I believe I am the truth of the matter is: I was flying by the seat of my pants and just because it should work is no assurance it will work. My customer & I should have done additional testing before upgrading the production server. I know testing adds expense, but failure costs much more in the long run. I need to voice my concerns a bit louder instead of just thinking I can fix anything.

Lastly, am I mad at Apple for leading me down a treacherous slope and abandoning me? Yes and no. What this episode has shown me is Apple has weaknesses and is not perfect just as we have weaknesses and we are not perfect. Did I expect far more from Apple support? Yes. Did I relearn to always start off by getting a Trouble Ticket? Yes. Will I continue to support Apple services & products? Yes.

After last months RMUG demonstration of Disney's Pirates of the Caribbean several people have asked how my character is doing? Eureka Jack (EJ) is nearing the end of the quests and it has taken about two months of 3 hours a day of game play to get there. EJ has mastered most every pirating skill except cannons and he needs to lighten up and make some friends among his pirate brethren. EJ is starting to make a few friends among senior pirates, and everyone likes his Voodoo Doll (Wooly Mammoth) as it has healing and curative powers as strong or stronger than it's destructive powers. EJ with Wooly Mammoth are popular with the battling set as EJ stands away from the fighting and has the doll keep his pirate buddies alive & healthy as they do battle.

dalej

Secretary's Notes:

The May meeting was held at YAKS Koffee Shop. Twenty-plus members and guests attended. Guests were Susan Tangeman and Neil Flagg. Welcome!
Dale led the beginner's class. Michael fielded questions from the intermediate group.

Keyboard covers. 'Onlycooltoys.com' sells them. Zcovers makes the thinest ones.

Chuck asked for a suggestion on cleaning data from your Mac hard drive before getting rid of it. Michael suggests to first, put it in Firewire mode and erase. Then copy a 6 – 8 GB movie over and over until the hard drive is full. Erase this. Repeat several times. This will clear data where writing 1s and 0s will not. Then put in your install disc and make new again. Then give to a school, etc.

Secretary's Notes Continued:

Smalldog.com puts out a regular newsletter. Sign up for it on their website.

Reminder: The club is looking for a volunteer to step forward now to learn from Ken the software he uses to produce the newsletter. Ken will not be our Newsletter Editor after December 2008. He has met with great difficulty finding internet connections out in the desert and elsewhere on their travels.

Reminder: Macintosh classes are available weekly at Anderson Senior Center. Beginner's class on Monday, 1:00 – 3:00 p.m. – Michael Peters. Advanced class on Friday, 1:00 – 3:00 p.m. – Dale Josephson.

Presentation: Dale went over his new iPhone. ($499.) Reminder – it only works where you have cell phone service, and if your service is AT&T at home, they add $20./month. Push orange button to activate. In addition to it being a phone, you can touch the screen, slide your finger across the screen or squeeze your fingers together to bring up other screens. You can enlarge size, view horizontally as well as vertically – touch or tap twice to make bigger. There are street maps that show where you are – uses cell towers to guestmate your location.   You can change to Google Earth, listen to music, view photos, access calculator, clock, calendar, address book and on and on. Some directions on street maps may be old as they are taken from maps that may be many years old. Garmin said they updated their maps to what was available last year. Sounds good. Thank you Dale.

Dale and Dolores treated us to a game of Disney's Pirates of the Carribean. Six months - $50., or $10/mo. for longer periods.   No software to buy – download/rent from Disney. Broadband required. No blood, but lots of killing and violence. "It's all about quests," Dale said. If you like games and have lots of time on your hands, perhaps this game is for you. Looks addicting. Thank you Dale and Dolores.

Next Meeting: June 14, 2008, at YAKS. Lori Hallum will demo Popcorn and Michael Peters will demo DVD Backup and/or DVD2One.

Jacquie Martin, Secretary

Game Review:

   I won the game "No one lives forever 2" at an RMUG meeting. I have been working on this review for quite a while and I must admit I am a bit disappointed. I found the game to be interesting but perhaps a bit too bloody for me. Now this could be that I am just no good at the back stab or wholesale slaughter that some games require. I thought this "spy" game would be different and maybe if I could get past the initial opening series of "challenges" it might grow on me. I liked the puzzle aspect of the game but the slashing of opponents with the sword is just not for me. I did use a trackball, then a mouse, then programmed a game pad controller with the correct keyboard keys. No one interface made me good enough to compete with the games opponents, they simply kept kicking my butt!
   The game comes with a nice booklet and the instructions for play are nice and clear. I do have one comment to make and I hope to save you some trouble with this installation note. When the game asks for the user to "Insert No One lives Forever 2 Disk" the program is asking for the #1 installer disk not the second. This game comes on 2 CD's. I must have put the 2nd installer disk in a dozen or more times and the game just quit time after time! Put the #1 installer disk in and the game will play just fine. There is an update online for this game. I did apply it and remove several times while the only trouble was my mis-understanding of the #1 VS #2 disk requirement. I just did a google search and found several places to get the update. Just type "no one lives forever 2 update" in the search area and choose your site. I picked http://www.nolfgirl.com. There is a lot of information there and maybe if I had tried some of the maps or cheats I might have discovered a different game. I just want to play the game as the designers envisioned it not

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GAME REVIEW CONTINUED:

through the online "cheats".

If you think you might like this game and want to give it a try, let me know. I would be happy to bring it to an RMUG meeting and let someone have it who might like to give it a real go!

I hope to see you in June!
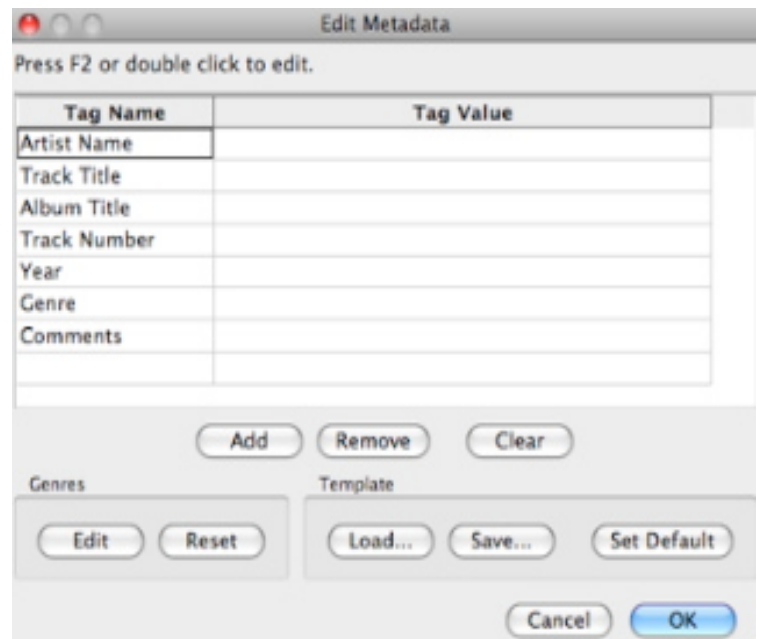
Michael John Peters

Audacity:

Last week, during Dale's Friday class at the Frontier Senior Center, I downloaded a "free" program called Audacity. I found Audacity 1.3.5 (Beta) at Version Tracker. Some of our members might remember that it's been mentioned during some of our RMUG meetings, though I don't remember why. This week, I've done a little experimenting with it, and found that it's very easy to record anything that's going on around me. Since I have a granddaughter who wants to try out for American Idol, I discovered that she will be able to sit in front of the computer, and practice and practice to her heart's content. Recording with Audacity will give her a music studio where she can create her own music CD, to play back, and to critique.

When the program opens, a Getting Started window appears that gives you an idea what you can do. You don't have to choose anything if you don't want to, just click on OK at the bottom, and the window will disappear. All you have to do to record, is choose the red record button at the top of the Audacity window. My built-in microphone works great. As with iMovie, when you're creating, to stop recording, you just have to press the "space" bar on your keyboard. When you want to listen to your recording, click on the audio window where you recorded, and then on the green play button at the top of the window. If you don't like what you hear, and want to re-record, just choose the selection you made with your mouse, and press "delete." Now, do the same thing all over again till you're

satisfied.

Now, you're ready to save to a CD. I was "shocked" to find it is so easy. If you're not finished with your project, under File, you can do a Save or Save As. However, if your project is complete, under File, choose Export. You'll want to format your project as a WAV, AIFF, and other uncompressed types, which you'll see at the bottom of the window. Now, at the top, where it says Save As, you'll name your project. Before actually creating a "real" project, I chose the name "Test", and saved to my desktop. The window below appears.

As soon as I entered a name and year, and pressed OK, Test.aiff appeared on the desktop. Before going any further, I closed and quit Audacity, since I no longer needed it. The next step, in preparation for burning my project to a CD, was to move it into iTunes. To do this, i opened iTunes. Before importing my Test.aiff, I created a new playlist. Then I imported the project into iTunes and moved a copy to the new playlist. Although the original is in the library, it's nice to save it to a playlist for easy access. Finally, I highlight it, and inserted a blank CD. Under File, pick Burn playlist to disk, and you've created something special. I am so excited. I haven't told my granddaughter about this yet.

Barbara Benefield

Democracy & The Web:

Users of the Internet take for granted their ability to access all Web sites on an equal basis. That could change, however, if Internet service providers started discriminating among content, to make more money or to suppress ideas they do not like. A new "net neutrality" bill has been introduced in the House, which would prohibit this sort of content discrimination. Congress has delayed on this important issue too long and should pass net neutrality legislation now.

The Internet, at least in this country, is a remarkably unfettered medium. If you type in the domain name of a large corporation or a small blog, a government Web site or a radical political party, the pages are sent to your computer with equal speed. Like a telephone line, an Internet connection does not play favorites — it simply transmits the words and images.

I.S.P.'s, the companies that connect users to the Internet, want to change this. They have realized that they could make a lot of money by charging some Web sites a premium to have their content delivered faster than that of other sites. Web sites relegated to Internet "slow lanes" would have trouble competing.

This sort of discrimination would interfere with innovation. Many major Web sites, like eBay or YouTube, might never have gotten past the start-up stage if their creators had been forced to pay to get their content through. Content discrimination would also allow I.S.P.'s to censor speech they do not like — something that has already begun. Last year, Verizon Wireless refused to allow Naral Pro-Choice America to send text messages over its network, reversing itself only after bad publicity.

There are several good net neutrality bills in Congress. One in the House, sponsored by Edward Markey, Democrat of Massachusetts,

and Charles Pickering, Republican of Mississippi, would give the job of preserving net neutrality to the Federal Communications Commission. A Senate bill sponsored by Byron Dorgan, Democrat of North Dakota, and Olympia Snowe, Republican of Maine, takes a similar approach. This month, John Conyers, Democrat of Michigan, and Zoe Lofgren, Democrat of California, introduced a bill that would allow the Justice Department to bring antitrust actions against I.S.P.'s that violate net neutrality.

Using the F.C.C. is the more direct approach, since an agency could step in quickly to correct violations. An antitrust suit is a much more elaborate step for the government to take, but also adding net neutrality to the antitrust law would give the I.S.P.'s a strong incentive to respect the democracy of the Internet.

Cable and telecommunications companies are fighting net neutrality with lobbyists and campaign contributions, but these special interests should not be allowed to set Internet policy. It is the job of Congress to protect the Internet's democratic form.

Off The Web

Mouse Review:

Fortunately, while attending the May RMUG meeting, I won a Macally IceMini mouse. Though I'm satisfied with the mouse that came with my new Intel Mac, my husband was looking for one for a Gateway laptop we also have.

Since most peripherals usually work on the Mac without needing any extra drivers, I plugged the mouse into the USB port on my keyboard without inserting the CD that came with it. Of course, it worked. Next, I plugged the new mouse into the PC. After waiting for the computer to do all the virus checks, etc. for several minutes, I moved the mouse. Nothing! The mouse pad on the computer worked, but the new mouse didn't. So....... I inserted the CD, thinking, as usual, that I had to download some software. The PC didn't recognize anything that was on the disk. The computer said the disk was full, but nothing showed up. As I went to disconnect from the pc, I

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Mouse Review Continued:

suddenly discovered the new Macally mouse was now operational. I then inserted the Macally CD into my Mac. Come to find out, there is a manual, and drivers for the Mac. I could only read them on this computer. There were no directions in the package, telling me what the CD was for, which seems pretty silly. Evidently, the drivers are needed to change the functions of the mouse, if you want to. Since it works fine without anything extra, and we're going to use it on the pc anyway, I'm not going to worry about installing any extra software on my Mac.

I really like the new IceMini. It's so much easier to use than the mouse pad on the laptop. It has a very nice long cord, it's comfortable for both my husband and me, and it's simple to use. It has a right and left button, and a scroll wheel. When looking for a mouse for the pc, we had no idea what to buy. Since we don't use the pc much, we didn't want to spend a lot. Winning the Macally IceMini was a "stroke of luck." It's just what we needed.

Barbara Benefield

Office For Mac Sales Soar:

Apple is selling more Macintosh computers than ever before -- and that's having unexpected benefits for Microsoft. Sales of Microsoft Office 2008 for Mac are triple the volume for the previous 2004 version of the productivity software and are the highest in the product's history...
"The response has been amazing -- since we launched in January, the velocity of sales for Office 2008 is nearly three times what we saw after the launch of Office 2004," said Craig Eisler, general manager of the Mac business unit at Microsoft. The 2008 version launched at the MacWorld show this year.

"As we set our course for future versions, we are working closely with customers and will also expand our staff to ensure that Office for Mac remains the most powerful and compatible productivity suite for Mac customers," Eisler said.

Microsoft also released Service Pack 1 for the Mac Office suite, featuring "suitewide updates for increased stability, increased security and overall performance improvements."

Microsoft also said it will bring back Visual Basic for Applications support to the Mac in the next version of Office for Mac. A press release said Microsoft "recognizes that VBA language support is important to a select group of customers who rely on sharing macros across platforms." The prior version supported AppleScript and the Automator scripting tool.

The removal of VB was not due to any of the "conspiracy theories" floated around, such as that Microsoft was trying to "slowly kill the Mac" or drive users to Windows versions of the software, Erik Schwiebert, a software design lead in Microsoft's Mac business unit, wrote on his blog. The decision was driven by the technical difficulties of including VB for the latest version of Apple's operating system, he wrote.

While technical challenges remain, "for a while now I and several others have been working with

Policies

This newsletter is published monthly for the Redding Macintosh Users' Group and is distributed to all club members.

No other individual, group or business may use any portion of this newsletter without prior written permission.

RMUG News welcomes articles and questions relating to Macintosh or Macintosh compatible computers. Articles should be pasted into the body of an eMail, or links to articles submitted. It is important that full credit be given to the author.

If you have a change of address or other questions, please notify the newsletter editor or other RMUG officer as soon as possible.

Deadline for submissions is the last Saturday of each month. E-mail or deliver all material to:

Ken Lorenz
E- mail submissions to:
krlore@cwnet.com

OR

rmug@rmug.org

(stuff files if possible)

Ad Rates

RMUG members are invited to place "Wanted", "For Sale" & "Trade" ads in the newsletter at no charge. Business cards or commercial accounts are welcome at the rates listed above. One of the best reasons for belonging to a user's group is to let other people know about your activities, as well as learning what other people are doing with their computers and software. Please give your business cards or ads to the newsletter editor.

> ## AD Rates
>
> $4-business card
> $6-quarter page
> $9-half page
> $15-full page

Advertisements in the RMUG newsletter will not influence reviews or critiques of hardware, software companies or stories.

RMUG does not endorse any specific dealer or product, but we do encourage the distribution of information which may assist club members in identifying best buys and services.

Editorial

Everyone should find something of interest in this issue.

The best thing about a member based newsletter is that members submit much of the content based on their experience and effort for the benefit of everyone in the group.

I would like to take this opportunity to thank those of you who have submitted material and encourage others to do so.

It is also important to keep track of what is going on with net neutrality, privacy and civil liberty issues. Let your representatives know what you want or be prepared to take what big business or the government thinks you deserve.

Ken

End

Jett's June 08 Mac Classes:

Bring your computer and your questions.
Cost - $25. Classes last about 90 minutes.
Class size is limited - please call ahead to reserve your space.

Tuesday, June 10, 2008 at 2 pm - Basic OSX
Tuesday, June 17, 2008 at 2 pm - iPhoto
Thursday, June 19, 2008 at 10 am - iMovie
Tuesday, June 24, 2008 at 2 pm - iTunes/iPod
Thursday, June 26, 2008 at 10 am - Basic OSX

Call 242-1800 to reserve a place in class.
Thanks,
Kate
kate@jett.net

Office for Mac Sales Soar Continued:

a group of people who know a heck of a lot about the internals of VB," Schwiebert wrote, "and once we determined that we could achieve the revival of VB in the new schedule for the next version of Mac Office, we locked it into place on the feature list."

The high volume of sales for the current version indicates that a lack of VBA support isn't a big deal for most Mac users, Schwiebert said. As to when the next version will be released, the developer assured readers it will be less that four years.

Richard Koman, newsfactor.com